

Ombudsman@ombudsman.gov.au>

**Subject: Ombudsman Response [SEC=UNCLASSIFIED]**

**Date:** 22 January 2014 11:50:32 am AEDT

**To:** "judyryan@grapevine.com.au" <judyryan@grapevine.com.au>

Our ref: 2014-100355

Dear Dr Ryan

Thank you for your email of 15 January 2014 in which you raise concerns about the Department of the Environment.

I have considered the information in your email. You have said that you are not satisfied with the information provided to you by the Department of the Environment in regards to the scientific understanding of climate change. I can see that the Department of the Environment has responded to your complaint and provided you with the details of a number of reports in which you would be able to find the information you have requested.

The Commonwealth Ombudsman's office investigates complaints about the administrative actions of Australian Government agencies. Given your complaint appears to concern the policy of the Department of the Environment, this is not something our office is able to investigate. For this reason we will not investigate your complaint.

If you want to discuss this decision, please contact me using the details provided at the bottom of this email.

You can view a copy of our Service Charter and our brochure *Making a complaint to the Ombudsman*, which explain the Commonwealth Ombudsman's role in more detail at <http://www.ombudsman.gov.au/>.

Yours sincerely

Ally

Public Contact Officer | Public Contact and Records Management Team

**Commonwealth Ombudsman**

Phone 1300 362 072 | Fax 02 6276 0123

Email [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

PO Box 442, CANBERRA CITY ACT 2601



Influencing agencies to treat people fairly through our investigations of their administration